



Time Zone - GMT (UTC +00)

17 January, 2025

[08:20:55] **John Pate** : Hi I'm locked out of my account. My Google account was deleted to get my verification code

[08:21:39] [Nithesh D. joined the chat]

[08:21:48] **Nithesh D.** : Hello, this is Nithesh here, I will assist you further.

[08:22:31] **John Pate** : Hi

[08:23:31] **Nithesh D.** : I am sorry that you are facing this issue.
Please provide me with your Namecheap username.

[08:23:50] **John Pate** : I am locked out of my account. It happened once before and you sent me a verification link to upload my ID to regain access. I have to get online my websites are expired and I need to pay my bill

[08:24:02] **John Pate** : Electrolips

[08:24:45] **John Pate** : And my Google account j40041302@gmail.com is deactivated. I have a new Google account.

[08:26:04] **Nithesh D.** : Please allow me 5-8 minutes to check the details.

[08:26:11] **John Pate** : Ok great

[08:31:13] **Nithesh D.** : I am back with you.
Thank you for your patience.

[08:31:18] **John Pate** : Ok

[08:31:19] **Nithesh D.** : In this case, I can temporarily whitelist the account for you which will help you to login without the verification code being triggered

[08:31:56] **John Pate** : That would be good . I need to pay my website bills. They are overdue

[08:32:01] **Nithesh D.** : Please follow this guide to change the email address once you are logged in.
<https://www.namecheap.com/support/knowledgebase/article.aspx/425/43/how-do-i-update-the-email-address-on-my-profile/>
You can also enable 2FA for your account by following the below guide.
<https://www.namecheap.com/support/knowledgebase/article.aspx/9253/45/how-can-i-enabledisable-twofactor-authentication/>

[08:32:15] **Nithesh D.** : I have whitelisted the account for you. The white-listing window lasts 1 day (24 hours). Please try to log in now.
Please log in to your account, change your email address, and let me know.

[08:33:21] **John Pate** : Ok great I'm in.

[08:33:23] [Contact details sent successfully.]

[08:33:41] **John Pate** : I'm changing my email now. Hold on one second.

[08:36:16] **Nithesh D.** : Sure.
Please take your time.

[08:41:25] **John Pate** : It's not verifying the change of email address

[08:43:03] **Nithesh D.** : Can you please specify the error you are facing?

[08:44:19] **John Pate** : It tells me to click a verification link and then this brave browser activated that I don't use. I had to uninstall brave browser. Hold on. The link I posted in Firefox.

[08:45:54] **John Pate** : I don't think it changed my email

[08:46:25] **John Pate** : It keeps running me through the process but my email is still j40041302@gmail.com . I don't understand

[08:47:12] **Nithesh D.** : Can you please try from a different browser?
A confirmation link will be sent to your new email address. The email in your account will be updated once you confirm the changes. Make sure you are logged into the Namecheap account before clicking the link.

[08:47:15] **John Pate** : It's exhausting . It's not changing

[08:47:38] **Nithesh D.** : You should be logged in to the same browser where you are initiating the change.

[08:47:57] **John Pate** : It sent through link. I clicked the link it brought me back to the page to change my email. I changed it again and again it will not change

[08:48:08] **John Pate** : I am in the same browser

[08:48:19] **Nithesh D.** : Can you please try from a different device?

[08:48:45] **John Pate** : It's my Google nly phone. It's one of these Indian caste system redmi phones

[08:48:56] **John Pate** : It's my only device

[08:49:35] **Nithesh D.** : Can you please provide me with the alternative email address?

[08:50:24] **John Pate** : jp2599971@gmail.com

[08:52:20] **Nithesh D.** : Please allow me a few minutes.

[08:53:19] **John Pate** : I'm trying to log into my Google account. These Google accounts are ridiculous. I nothing works with them. Hold on.

[08:55:28] **John Pate** : I'm not sure what this Google system is doing. It's absolutely messing up my phone. I have a million verifications for no reason. It's th worst security. Everything goes to India and ultra violent south America.

[08:56:00] **John Pate** : Hold on. I can't believe we need a caste system company like Google in all our phones

[08:56:40] **Nithesh D.** : I can proceed with changing the email address of your account manually from my end.

[08:57:26] **Nithesh D.** : You may have received a code to your phone number. Please provide me with it.

[08:58:48] **John Pate** : Where will the code be coming to my phone?

[08:59:25] **Nithesh D.** : You will receive it as a SMS.

[09:00:01] **John Pate** : Is it my American number or my temporary Belgian number?

[09:00:51] **Nithesh D.** : It will be sent to the number indicated in your profile which is +1.5107760160.

[09:01:49] **John Pate** : No I'm in Belgium. That won't receive here. It's MetroPCS service. It's horrible. Let me put in a different email I'll use my swisscows email address. This is too difficult with google

[09:04:22] **John Pate** : Ok it worked with my other email but Google email that is secured will not change

[09:04:53] **John Pate** : I had to use a very unreliable email swisscows.email to get it changed. It's very strange.

[09:05:02] **Nithesh D.** : I am glad that it did.

If there is anything else I can do for you, please let me know.

[09:05:25] **John Pate** : No.

[09:06:22] **John Pate** : This is supposed to be easy with all this tech. It's taken me two months and hours of chatting to pay a simple bill online for 30 dollars. I hate this modern world. Never easy.

[09:07:14] **Nithesh D.** : I am sorry for the inconvenience you faced.

[09:08:06] **John Pate** : It's everything with this Google and the rest of the south Americans and Hindus. They r the most violent thieves on earth. With they would leave our societies. As lk crime from them.

[09:08:29] **John Pate** : But thank you for your help